Craytek, Inc.

**Background Information and Capabilities**

About Us

- **Craytek, Inc. was established in 2001**
  - Incorporated in the state of Virginia
  - Certified Woman Owned Small Business
  - Craytek is ISO 9001:2015 Certified

- **Craytek provides network operations (Tier 1-3), help desk and network support, software development, consulting, and engineering and installation services**
  - Prime Contract - US Navy S/W Mission Assurance and Vulnerability Mitigation
  - Subcontract - Kapsuun Group Naval Medical Research Center – IT Services
  - Subcontract - Seneca (US Navy) Tier 1-2 IT Support SSP HQS
  - Subcontract - Kapsuun Group) (US Navy) Tier 1-3 IT Support SWFPAC
  - Subcontract - Vsolvit (US Navy NSWC Corona) Cyber Security/Network Admin
  - Subcontracts - Subcontract - Kapsuun Group (Chenega) S/W Development (Navy Norfolk)

- **Craytek's executive management team is highly experienced managing and performing IT projects for the DOD as a sub or as a prime**

About Us (cont'd)

- **Craytek Geographical Locations**

    - **Washington Navy Yard** — US Navy Strategic Systems Program (SSP), Desktop automation, Web based application, Oracle database, Network, S/W Maintenance, Mission Assurance, Vulnerability Mitigation, and Application re-engineering

    - **NMRC Silver Spring Md** — Information Technology Services

    - **Phoenix, Arizona** — Software development for SSP

    - **Bangor, Washington** — Network Operations, Cyber Security, Service Desk and Infrastructure Support for SWFPAC (Sub Base Bangor)

    - **Pittsfield, Massachusetts** — Desktop automation, Network and Web based application support

    - **Groton, Connecticut** — Desktop automation, Network and Web based application support

    - **Huntington Beach, California** — Desktop automation, Network and Web based application support

    - **Corona, California** — Network Administration and Cyber Security for NSWC (VSOLVIT Prime)
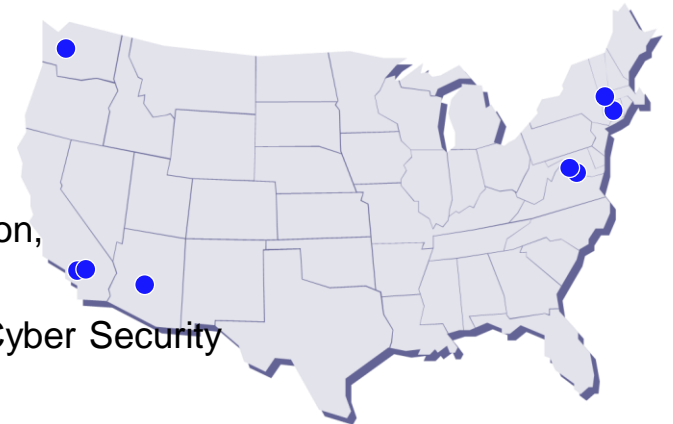
Craytek Core Business Lines

- **IT Support Services**
  - Service Desk Services and Network Support
  - Network Operations (Tier 1–3)
  - Knowledge Mgt Technology/SharePoint
  - Cyber Security

- **Software Development**
  - Custom Software Applications
  - Customize Commercial Off the Shelf products (COTS)
  - S/W Mission Assurance and STIG compliance
  - ATO Support

- **Management Consulting Services**
  - KM Consulting and Planning

- **Cyber Security Engineering, Solutions, and Installation Support**
  - Design, engineer, furnish, install, and test a wide variety of IT Systems and Infrastructure
  - Cyber Security Engineering and Installation

Cyber Security Engineering, Solutions, and IT Installation Services

- **Cyber Security Design and Engineering**
  - Application/System Development
  - Computer Network Defense
  - Mission Assurance Planning
  - COOP Planning and Solutions
  - IT/IA Product Analysis

- **Design, Furnish, Engineer, Install, and Test :**
  - Security Solutions
  - IT Systems
  - Server Farms and Server Virtualization Solutions
  - Infrastructure
  - Storage Area Network Systems
  - SIPRNET
  - VTC Systems
  - VOIP Solutions

Craytek Available Contracting Vehicles

- **SEAPORT- e Prime**

- **Seaport-e Next Generation Prime**

- **PASS-SB Sub to Ricardo Defense Incorporated (IDIQ)**

- **ITS-SB Sub to Suprtek (IDIQ)**

- **EITaaS Sub to AT&T (IDIQ)**

- **NETCENTS 2 (Sub to NCI and Smatronix) (AF) Available to Army, Navy, Marines, Other DOD components, and federal agencies (IDIQ)**

- **Sole source and competitive set aside contracts for WOSB**

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Back up Slides

Past and Ongoing Performance Details

IT Support Services Projects

- **Sub Contract to Chenega - US Navy Strategic Systems Program (SSP) Service Desk and Network Support Services**

- **Provide Help Desk Support, Network Operations (Tier 1–3), at SWFPAC (Bangor Sub Base), PMO Pittsfield, MA, PMO New London, CT, and PMO Huntington Beach, CA**

  - Respond to computer issues and problems via telephone and email

  - Schedule appointments for corrective action

  - Assign appropriate technicians based on skill and availability

  - Track problem from initiation to closure

  - Maintain computer records and logs of customer calls, referrals and completed actions

  - Generate trend analysis reports for customer service including frequency of calls, categories of issues, rate of recurrence and average response times

  - Communicate with client throughout the process until resolution

  - Provide Secure/Non Secure Multi-media Video teleconferencing (VTC) support services

  - Maintain and control configuration of Workstations and Servers

  - Manage network servers and IT core services

IT Support Services Projects (cont'd)

- **Sub Contract to CTI — US Navy Strategic Systems Program (SSP) Service Desk and Network Support Services**

- **Provide Help Desk Services and Network Support at SSP Headquarters (SP164)**
  - Provide Desktop automation support in response to end-user questions and trouble reports — Solve Client Problems
  - Provide troubleshooting and support for SSP Web-based applications (COTS and Custom Web Applications)
  - Manage Hardware and Software Inventory
  - Includes Laptops, Printers, Workstations, laptops, tablets, smart phones, and Blackberries
  - Provide Multi-media Video teleconferencing (VTC) support services

- **Desktop Application Training**
  - Create and deliver end-user Computer Based Training customized to reflect the SSP desktop environment as well as one-on-one desk-side and classroom training

Software Development Projects

- **Prime Contract — US Navy Strategic Systems Program (SSP) Legacy Support Services (SP164)**

- **Maintain, Re-engineer and upgraded major portion of agency's IT infrastructure**
  - The support and maintenance of these applications includes maintaining, updating and/or creating application configuration management data in accordance with Navy requirements. The configuration management data consists of application source code, technical and user documentation, change control records, code review results, unit tests, code coverage records and other required data.
  - Reverse engineer and replace the legacy applications with modern web-based architecture and Oracle database. This includes administration of the application databases.
  - Integrate with agency's updated business processes

- **Contract awarded in FY 2006 (1 year + 4 option years) - Completed**

- **Contract awarded FY 2011 (1 year + 2 option years) - Completed**

- **Contract awarded in FY 2014 (1 year + 3 option years) – Completed**

- **Contract Awarded in 2017 (1 year plus 4 option years) – Ongoing**

IT Support Services Projects (cont'd)

- **Prime Contract - Army G4 (Office of the Deputy chief of Staff (ODCS)**

- **Information Technology and Knowledge Management Support Services**
  - IT Helpdesk services
    - Provide desktop user support and troubleshooting
    - Coordinate with COTS vendors and other onsite contractors to resolve hardware/software related issues
    - Research and Recommend alternative solutions
    - Develop and Maintain an inventory tracking database for the Army's equipment
  - SharePoint Administration
  - Video Teleconferencing Support
  - Information Assurance
  - Knowledge Management including program development and sustainment efforts
  - Content management and Change Management Support Services
  - Capture, record and analyze metrics for IT operations within the Army G4
  - Support both Classified and Unclassified networks
  - FY14 - FY15, completed

Software Development Projects (cont'd)

- **Prime Contract — US Navy Strategic Systems Program (SSP) Legacy Support Services (SP164)**

- **SSP's Legacy Systems (Support, sustain, modernize)**
  - Document Management Archive (DMA)
    - Unclassified System (DMA)
    - Classified System (CDMA)
  - Contractor Performance Assessment Reporting System (CPARS)
  - Special Projects Official Schedule Estimate (SPOSE) — SSP's primary Trident missile program planning application
  - Contract Action Tracking System (CATS)

- **Status**
  - Successfully replaced SSP's unclassified Document Management Archive system (DMA) with a web-based Enterprise Archive Service (SEAS)
    - Deployed at SPHQ and field sites
    - Classified DMA system to be replaced as part of this effort
    - Upgraded SSP's CPARS system to a web application
  - Completed 2nd phase of SPOSE legacy logistics application upgrade project

Software Development Projects (cont'd)

- **Sub Contract — Computer Sciences Corporation (US Navy Support)**

- **Provide web application development services to CSC's customer (Naval Surface Warfare Center, Corona, CA)**

- **NSWC Programs Supported**
  - Government Industry Data Exchange Program (GIDEP)
    - Developed the Participant Utilization Reporting System
      - Collects and tracks GIDEP database utilization data and statistics for the GIDEP community (over 6000 users)
    - Developed the Urgent Data Request System
      - Enables GIDEP users to broadcast and respond to inter-agency requests for urgent technical and parts supply information
      - Allows GIDEP to track utilization
    - Developed and tailored the Community Information Exchange System
      - Supports NASA and the Space Quality Improvement Council
      - Provides online information collaboration — can be tailored to the requirements of a specific sub-community of users
      - Web 2.0 (role-based, online discussions, blogs, social networking)

Software Development Projects (cont'd)

- **Sub Contract — Computer Sciences Corporation (US Navy Support)**

- **NSWC Programs Supported (Cont.)**

  - SSPOMIS Upgrade
    - Upgraded the legacy Strategic Systems Programs Online Management Information System (SSPOMIS) and Corrective Action Reporting Management Information System (CARMIS) to online web applications

  - Target and Range Information Management System (TRIMS) for the NSWC at Corona, CA
    - Revamped legacy web site for TRIMS project
    - Using Microsoft .NET framework and Sequel server to modernize the look, feel and functionality
    - Developing graphical user interface and testing all interfaces

Management Consulting Services

- **Prime Contract — US Navy Strategic Systems Program (SSP)**

- **Support SSP's Transition to the US Navy's Enterprise Resource Program**
  - Provide consulting services to SSP relative to the impact of the US Navy ERP on key SSP business processes and strategies
  - Analyze options, pros and cons associated with various US Navy ERP implementation concepts
  - Assist in the preparation of briefs for SSP management and external authorities
  - Analyze the impact of US Navy ERP on SSP personnel staffing levels

- **Expert software review and validation**
  - Independent design reviews for software applications at critical phase points
  - Train software development teams on latest methodologies and techniques

- **Cyber Security consulting**
  - FISMA Reviews and Audits
  - Cyber Insider Threat consultation
  - DIACAP Accreditation & Policy Support
  - Vulnerability Assessment and Remediation
  - DoD 8570 Training Program Management